

## Appendix 1

### STAT-PA System Instructions

The Wisconsin Specialized Transmission Approval Technology — Prior Authorization (STAT-PA) system is an electronic PA system that allows Medicaid-certified pharmacy providers to receive PA electronically rather than by mail or fax. Providers answer a series of questions and receive an immediate response of an approved or returned PA.

Providers communicate with the Wisconsin STAT-PA system by entering requested information on a personal computer screen, a touch-tone telephone keypad, or by calling a STAT-PA help desk correspondent. Providers must have their eight-digit Medicaid provider number to access the Wisconsin STAT-PA system.

The Wisconsin STAT-PA system is available to all pharmacy providers by calling one of the following telephone numbers:

Personal Computers	Touch-tone Telephones	Help Desk
(800) 947-4947 (608) 221-1233 Available from 8:00 a.m. to 11:45 p.m., seven days a week.	(800) 947-1197 (608) 221-2096 Available from 8:00 a.m. to 11:45 p.m., seven days a week.	(800) 947-1197 (608) 221-2096 Available from 8:00 a.m. to 6:00 p.m., Monday through Friday, excluding holidays.

#### How to Use Wisconsin STAT-PA

Wisconsin STAT-PA complements the current PA process by eliminating the paperwork involved for several classes of drugs. Wisconsin STAT-PA allows the provider to answer a series of questions in order to receive an immediate response of an approved or returned PA. Providers need the following information to begin using the STAT-PA software:

- Eight-digit Medicaid provider number.
- Recipient's 10-digit Medicaid identification number.
- 11-digit National Drug Code (NDC).
- Type of service code.
- Prescriber's Drug Enforcement Administration (DEA) number.
- *International Classification of Diseases, Ninth Revision, Clinical Modification* (ICD-9-CM) diagnosis code.
- Place of service code.
- Requested grant date or date of service.
- Days' supply/quantity.

Refer to Appendices 2 through 6 of this section for optional drug-specific worksheets that can be used as guidelines for the information needed to request PA for STAT-PA authorized drugs.

#### Personal Computer Users

Providers enter the PA information into the STAT-PA software provided by Wisconsin Medicaid. To access the STAT-PA software and user manual from the Wisconsin Medicaid Web site at [www.dhfs.state.wi.us/medicaid/](http://www.dhfs.state.wi.us/medicaid/), providers should:

- Select "Provider Publications" from the main menu.
- Scroll down and select "STAT-PA."
- Follow the steps indicated to ensure proper installation of the STAT-PA software.

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This software and user manual may also be obtained electronically through Wisconsin Medicaid's Bulletin Board System, EDS-EPIX (Searchlight). Instructions for downloading the STAT-PA software and user manual from EDS-EPIX can be found at the end of this appendix. Providers who are unable to access the Bulletin Board through their personal computer may request software by calling the STAT-PA Help Desk at (800) 947-1197 or (608) 221-2096.

Once all data have been entered, the provider transmits the electronic request to Wisconsin Medicaid by using a modem and telephone line. The telephone number to use is (800) 947-4947 or (608) 221-1233. Refer to the STAT-PA User Manual for more information on how to transmit the electronic request.

STAT-PA processes the information and, in minutes, generates an electronic confirmation transaction that displays directly on the provider's personal computer screen. The transaction shows:

- What the provider requested.
- The procedure code that was authorized.
- The assigned PA number.
- Grant and expiration dates.

### *Helpful Hints For PC Users*

1. Once the provider is connected to STAT-PA, the provider is given 40 seconds to respond to requested data. If the provider is making changes to a field, the provider is then given 90 seconds to respond before being disconnected.
2. The provider is limited to 25 transactions per connection.
3. When entering the requested date of service of the PA, the date of service may be up to 31 calendar days in the future. This allows recipients to have PA requests processed so there are no lapses in their medication.
4. The decimal point for diagnosis codes is not required when entering a STAT-PA request.
5. In the event the STAT-PA system is unavailable at the time the prescription order is filled, the PA request may be backdated up to four calendar days.
6. Providers are assigned a PA number for the request at the end of a completed transaction. Providers are reminded to use and retain the STAT-PA-assigned PA number for claims submission, or if advised to submit a PA request on paper if more clinical documentation is needed.

*Note:* When submitting a paper PA request, please include a fax number, if available, on the request.

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### Telephone Users

Call (800) 947-1197 or (608) 221-2096. Providers will then be connected directly with the STAT-PA system.

When the system answers, it will ask a series of questions that providers answer by entering the information on the telephone keypad. Use the optional worksheets found in Appendices 2 through 6 of this section as guidelines for the information needed to request PA for STAT-PA authorized drugs.

*Note:* When using a touch-tone telephone to enter the Medicaid provider number, recipient identification number, procedure code, type of service code, ICD-9-CM diagnosis code, place of service code, requested grant date, and quantity, always press the pound (#) sign to mark the end of the data just entered. The pound (#) sign signals the system that the provider has finished entering the data requested and ensures the quickest response from the system.

Providers may be asked to enter alphabetic data, which can be entered by using the asterisk (\*) key. For example, a provider is asked to enter a prescriber's DEA number. The first two characters in the prescriber's DEA number are alpha characters; therefore, the provider presses the single asterisk (\*) followed by the two digits that indicate the letter. The first digit is the number on the keypad where the letter is located, and the second digit is the position of the letter on that key. For example:

Prescriber's DEA number: A B 1 2 3 4 5 6 7 entered as \*21 \*22 1 2 3 4 5 6 7

Alphabet Key:

A = *21	G = *41	M = *61	S = *73	Y = *93
B = *22	H = *42	N = *62	T = *81	Z = *12
C = *23	I = *43	O = *63	U = *82	
D = *31	J = *51	P = *71	V = *83	
E = *32	K = *52	Q = *11	W = *91	
F = *33	L = *53	R = *72	X = *92	

*Note:* Refer to the Claims Submission section of this handbook for default codes if the DEA number cannot be obtained.

Once all data have been entered completely, STAT-PA begins to process the information and, in minutes, indicates the PA number and, if approved, the authorized level of service (LOS).

Once familiar with the STAT-PA system, providers may enter the PA information in the designated order immediately — there is no need to wait for the full voice prompt. Providers may key information at any time, even when the system is relaying information. The system automatically proceeds to the next function.

#### Helpful Hints For Telephone Users

1. The provider is given three attempts at each field to correctly enter the requested data.
2. Failure to enter any data within three minutes ends the telephone connection.
3. The provider is limited to five transactions per connection.
4. When entering the requested date of service of the PA, the date of service may be up to 31 calendar days in the future. This allows recipients to get prescription orders filled early so there are no lapses in their medication.

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5. In the event the STAT-PA system is unavailable at the time the prescription order is filled, the PA request may be backdated up to four calendar days.
6. Providers are assigned a PA number for the request at the end of a completed transaction. Use and retain the STAT-PA-assigned PA number for claims submission or, if advised, submit a PA request on paper if more clinical documentation is needed.

*Note:* When submitting a paper PA request, please include a fax number, if available, on the request. This will enable Wisconsin Medicaid to reply to that number.

7. The decimal point for diagnosis codes is not required when entering a STAT-PA request.

### STAT-PA Help Desk Users

Providers who do not have a touch-tone telephone or a personal computer may call the STAT-PA help desk. The help desk correspondent has the personal computer software to access STAT-PA and enters the required data requested from the provider. For the help desk, call (800) 947-1197 or (608) 221-2096.

The STAT-PA help desk is available to all pharmacy providers using STAT-PA. Providers may use the help desk to order software for a personal computer or to report difficulties with the system.

Refer to Appendices 2 through 6 of this section for optional drug-specific worksheets that can be used as guidelines for the information needed to request PA for STAT-PA authorized drugs.

Once all data have been entered completely, STAT-PA begins to process the information and, in minutes, indicates the PA number and, if approved, the authorized LOS.

### *Helpful Hints For Help Desk Users*

1. If the provider is unable to provide the necessary information to the help desk correspondent, the provider is asked to call back with the necessary information.
2. The provider is limited to five transactions per connection.
3. When asked to give the requested date of service of the PA, the date of service may be up to 31 calendar days in the future. This allows recipients to get prescription orders filled early so there are no lapses in their medication.
4. In the event the STAT-PA system is unavailable at the time the prescription order is filled, the PA request may be backdated up to four calendar days.
5. Providers are assigned a PA number for the request at the end of the completed transaction. Use and retain the STAT-PA-assigned PA number for claims submission or, if advised, to submit a PA request on paper if more clinical documentation is needed.

*Note:* When submitting a paper PA, please include a fax number, if available, on the request.

6. Providers needing to enddate a PA request due to a change in a prescription may do so through the help desk. The help desk correspondent will assist the provider through this process.

*Note:* The provider holding the original PA is notified in writing that a PA has been enddated.

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### Documentation Information

Providers are required to retain the assigned PA number for:

- Use in claims submission, if approved.
- Submission of a paper PA request when more clinical documentation is needed.

Regardless of what STAT-PA method is used, providers will receive, by mail, a confirmation notice indicating the assigned PA number and the STAT-PA decision. This confirmation notice should be maintained as a permanent record of the transaction. Providers must also maintain all documentation that supports medical necessity, claim information, and delivery of equipment in their records for a period not less than five years.

### Downloading STAT-PA software and user manual from the EDS-EPIX bulletin board

1. If this is the first time you will be installing STAT-PA software on your computer, we recommend that you create a directory on your hard drive specifically for your STAT-PA software. To do this, type the following command at the C prompt in DOS:

MD STAT PA                      [ENTER]

2. Set up your communications software to dial EDS-EPIX. Along with the telephone number, you may need to program your software to dial with the following settings:

Phone Number:	(608) 221-8824	Stop Bits:	1
Baud Rate:	14,400 (maximum)	Duplex:	Full
Parity:	None	Protocol:	ZMODEM (recommended)
Data Bits:	8	Terminal Emulation:	ANSI

*Note:* These settings are standard for most communication software packages.

3. Dial into EDS-EPIX. Before your initial login, you will be asked if you have a color screen. Select Y/N/Disable, whichever is appropriate for your system.
4. Next you will be asked your name. You may enter your name and register as a new user or you may login as follows:

Enter your name, or type NEW or GUEST

5. Press [ENTER] to continue through EDS-EPIX news and review new user help information until you reach the Main Menu.
6. At the EDS-EPIX Main Menu choose “Files — Download/Upload Files” by typing “F” to continue to the EDS-EPIX Files System Menu.
7. Next select “6-Files — STAT-PA Software” by typing “6” [ENTER]. Press [ENTER] again when prompted to list filenames available for downloading. Select “N” when asked to display long file descriptions.

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8. To tag a file for downloading select “Tag” [ENTER]. At the next screen, type the letter indicated under the TAG column that corresponds to the file you want to receive. When done, press [ENTER]. You will be returned to the Files SystemMenu.

Use the following guideline to decide which files you need to download:

- A. STATEXTD.EXE— If you have already installed STAT-PA on your computer but are getting memory-related error messages, you might need this file.
  - B. STATSOFT.EXE— If you have never installed STAT-PA on your computer, you will need this file.
  - C. STATUPDT.EXE— If you have already installed STAT-PA on your computer but you need the latest version of the software, you will need this file.
9. At this point you may select “Xpronto-Changer Xfer Protocol” to choose your download protocol if you haven’t done so already. We recommend that you select “Zmodem” as your protocol.
  10. Choose “Download — Receive Files from BBS (Bulletin Board System)” by typing “D” [ENTER]. When asked if you wish to select the tagged file(s), choose “Y.” You will be asked if you want to automatically disconnect after your download. Choose “Yes,” “No,” or “Quit,” accordingly. The bulletin board is now ready to send the file. Next you will need to tell your PC to receive a file. If you are unsure of how to do this, please refer to the user manual that came with your communication software package.
  11. When you have downloaded your file(s) and disconnected from EDS-EPIX (either by automatically disconnecting or choosing “G— Good-bye” from the Menu), quit your communication software. Exit to your DOS prompt.
  12. Go to the subdirectory you specified as your download path to find the downloaded file. If you did not specify a subdirectory, the file will go to your communications software default directory (most likely your C drive).
  13. Follow the appropriate step(s) indicated below to install the downloaded file(s):

### STATEXTD.EXE

- Copy the STATEXTD.EXE file to your STAT-PA directory.
- At the DOS command prompt, type the name of the file without the “.EXE” extension:

**STATEXTD** [ENTER]

### STATSOFT.EXE

- Copy the STATSOFT.EXE file to your STAT-PA directory.
- At the DOS command prompt, type the name of the file without the “.EXE” extension:

**STATSOFT** [ENTER]

### STATUPDT.EXE

- Copy the STATUPDT.EXE file to your STAT-PA directory.
- At the DOS command prompt, type the name of the file without the “.EXE” extension:

**STATUPDT** [ENTER]

14. The files with the .DOC extension are your manuals. These files are ASCII DOS text files. To print these files, use the DOS Print command: PRINT [filename]. The file will be printed on the device you specify.
15. If you have any questions about the EDS-EPIX bulletin board, please contact the electronic media claims unit at (608) 221-4746, ext. 3037 or 3041.